

Figure 1

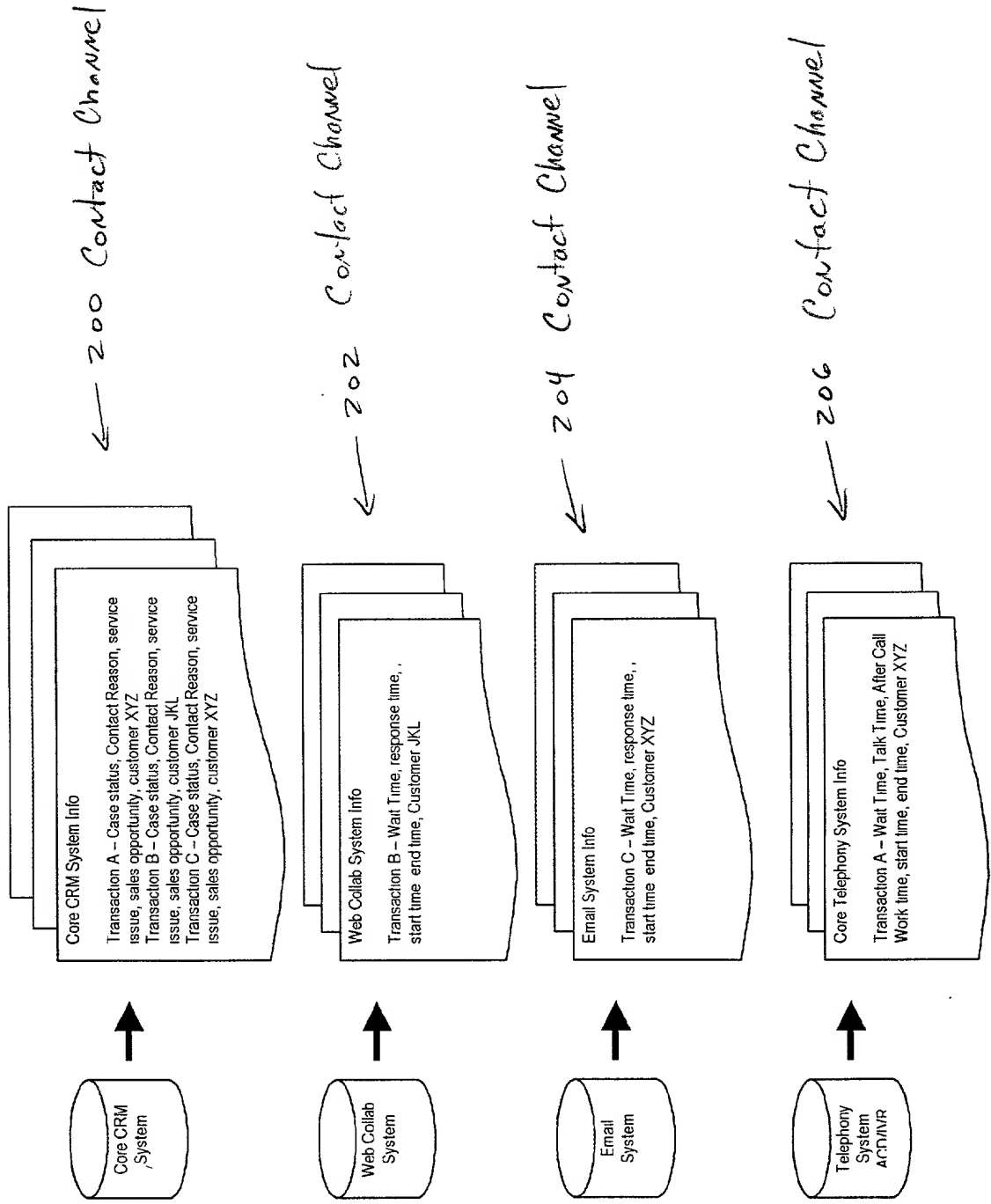


Figure 2

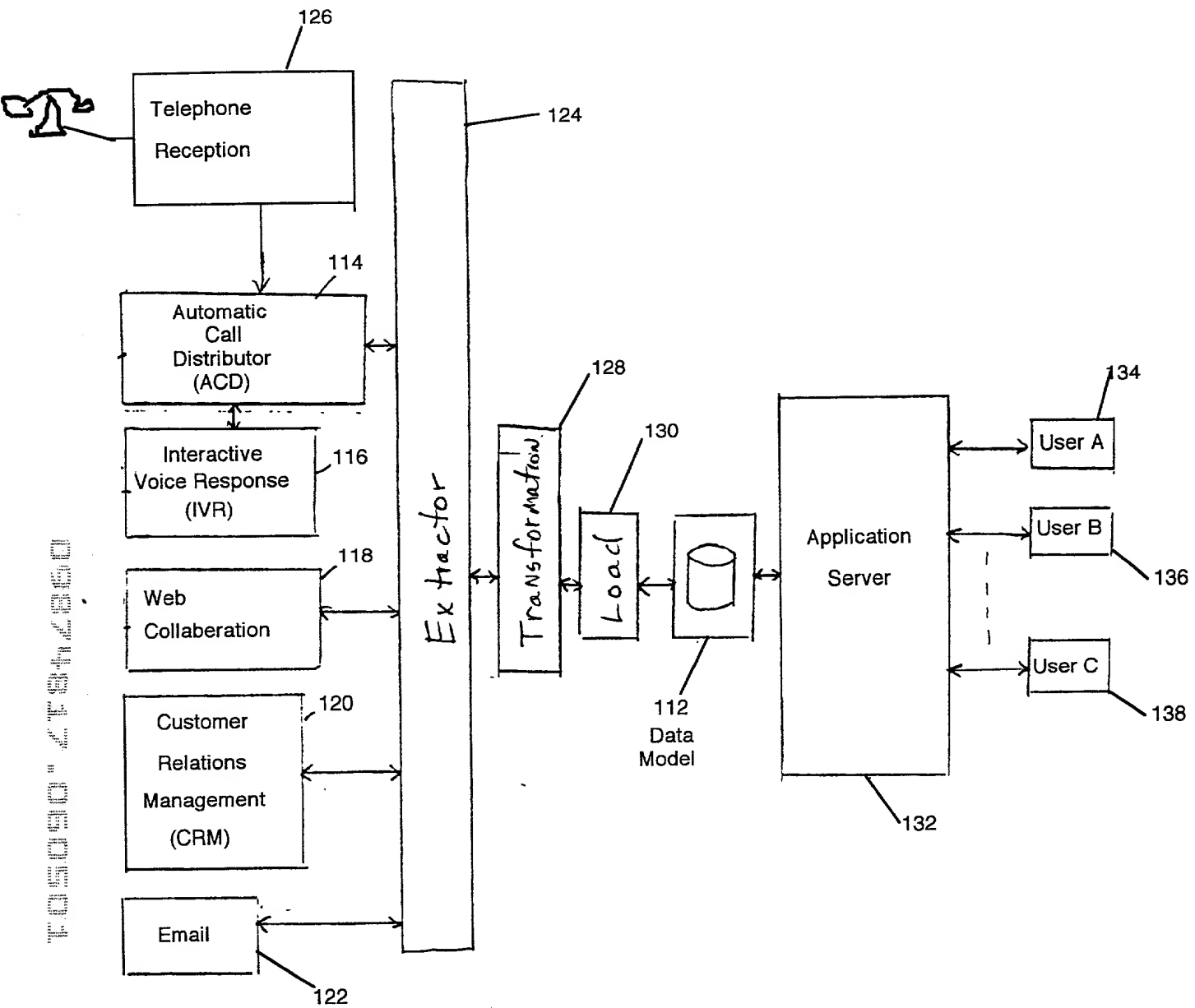


Figure 3

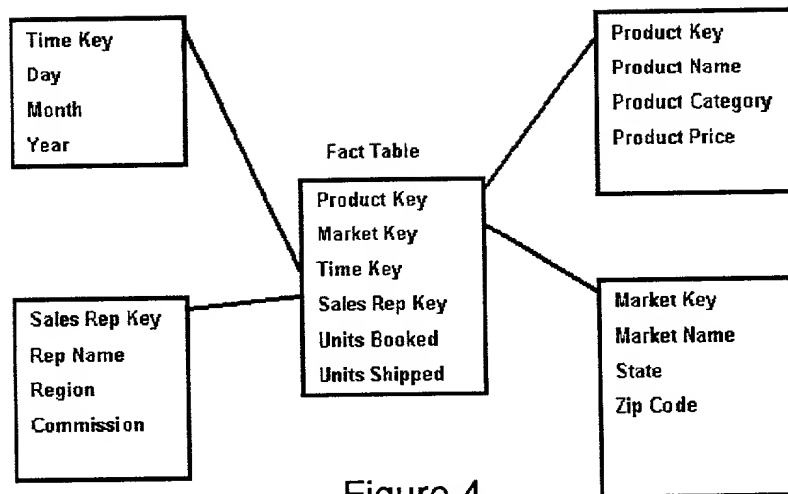


Figure 4

502

Client_O_V
client_key
date_modified
ac_Name
ac_Address1
ac_City
ac_State
ac_Zip
ac_Zip_Ext
ac_Contact
ac_Ph_No
ac_Address2
SLA_Code
Support_Level
Cust_Type1
Cust_Type2
client_key_REAL

520

Resource_O_V
resource_key
date_modified
ecID
R_Name
ntuse_id
app_token
timezone_offset
corp_identity1
corp_identity2
corp_identity3
R_Location
phone_number
local_extension
last_update_time_stamp
resource_key_REAL

500

504

Contact_Detail_O_V
is
seq
business_line_key
business_line_group_key
business_line_ultra_key
con_chan_type_key
contact_end_time_key
contact_start_time_key
ecID
group_key
indiv_key
initiating_resource_key
local_date_key
receiving_resource_key
actionid_key
contact_status_key
event_key
Build_Key
Duration

Customer_O_V
customer_key
date_modified
Customer_Name
Home_Address
Business_Address
Home_Address_City
Home_Address_State
Home_Address_Zip
Primary_Technical_Contact
Home_Telephone_Number
Home_Fax_Number
Email_Address
Web_Site
Service_Level
Service_Lvl_Agree_Code
Customer_Type1
Customer_Type2
Business_Fax_Number
Business_Address_City
Business_Address_State
Business_Telephone_Number
Cell_Phone_Number
Pager_Number
Business_Address_Zip
customer_key_REAL

506

Business_O_V
business_key
date_modified
Customer_Name
Address1
Address2
City
State
Zip
Primary_Technical_Contact
Telephone_Number
Fax_Number
Email_Address
Web_Site
Service_Level
Service_Lvl_Agree_Code
Customer_Type1
Customer_Type2
Pager_Number
Cell_Phone_Number
business_key_REAL

508

Contact_Channel_O_V
contact_channel_key
date_modified
Con_Chan_Type_ID
Con_Chan_Type_Name
contact_channel_key_REAL

514

Business_Line_O_V
business_line_key
date_modified
Svc_Lvl_Time_1
Svc_Lvl_Time_2
Svc_Lvl_Time_3
Svc_Lvl_Time_4
Svc_Lvl_Time_5
Svc_Lvl_Time_6
Last_Update_TimeStamp
BL_Name
AppID
business_line_key_REAL

512

Business_Line_Group_O_V
business_line_group_key
date_modified
BLG_Name
ecID
Last_Update_Time_Stamp
business_line_group_key_REAL

510

Business_Line_Ultra_O_V
business_line_ultra_key
date_modified
BLUG_Name
ecID
business_line_ultra_key_REAL

516

Time_O_V
time_key
Five_Minute_Inteval
Ten_Minute_Inteval
Five_Minute_Label
Ten_Minute_Label
Thiry_Minute_Label
Hour_Label
Fifteen_Minute_Inteval
Thirty_Minute_Inteval
Minute_Inteval
Second
Minutes_Since_Midnight
Hours_Since_Midnight
SQL_Date_Stamp
Six_Hour_Time_Inteval
Twelve_Hour_Time_Inteval
Six_Hour_Time_Label
Twelve_Hour_Time_Label
Time_Display
One_Minute_Label
time_key_REAL

518

Date_O
date_key
day_name
day_name_char
day_name_char_weekday
day_number_in_week
day_number_in_month
day_number_in_q
day_number_in_fy
day_number_in_oy
day_number_til_end_q
day_number_til_end_fy
day_number_til_end_oy
day_month_begin
day_fy_end
day_q_end
day_oy_end
day_fq_begin
day_fq_end
day_oy_begin
day_oy_end
week_number
week_number_fy
week_number_oy
week_number_q
week_number_til_end_fq
week_number_til_end_oy
week_number_til_end_fy
week_monday
week_tuesday
week_wednesday
week_thursday
week_friday
week_saturday
week_sunday
month_name
month_number
month_number_in_fq
month_number_in_oy
month_number_in_fy
month_and_fy_name
month_and_oy_name
month_number_til_end_fy
month_number_til_end_oy
fy_name
fy_and_fy_name
oy_name
oy_and_oy_name
vacation_day

Figure 5

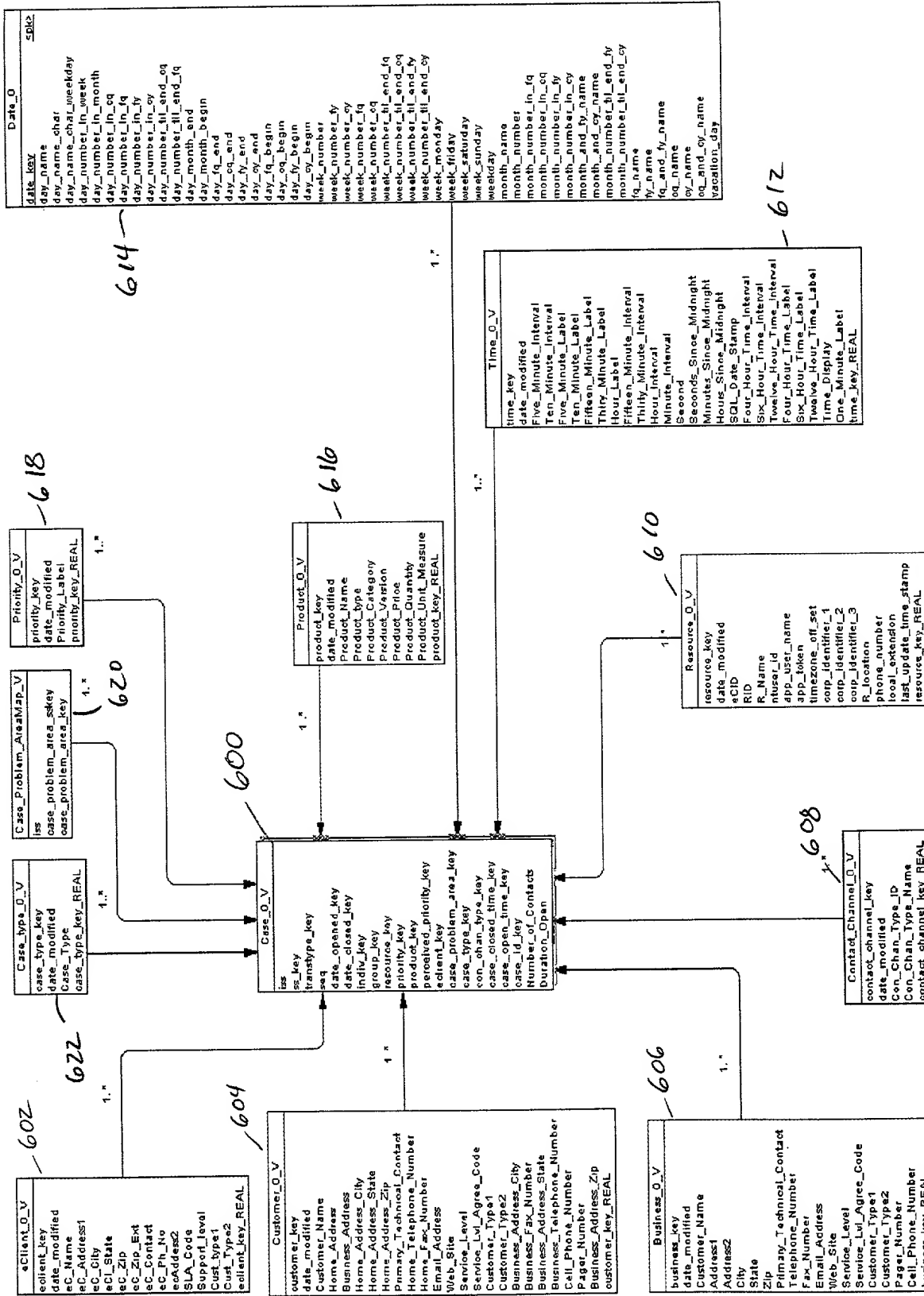
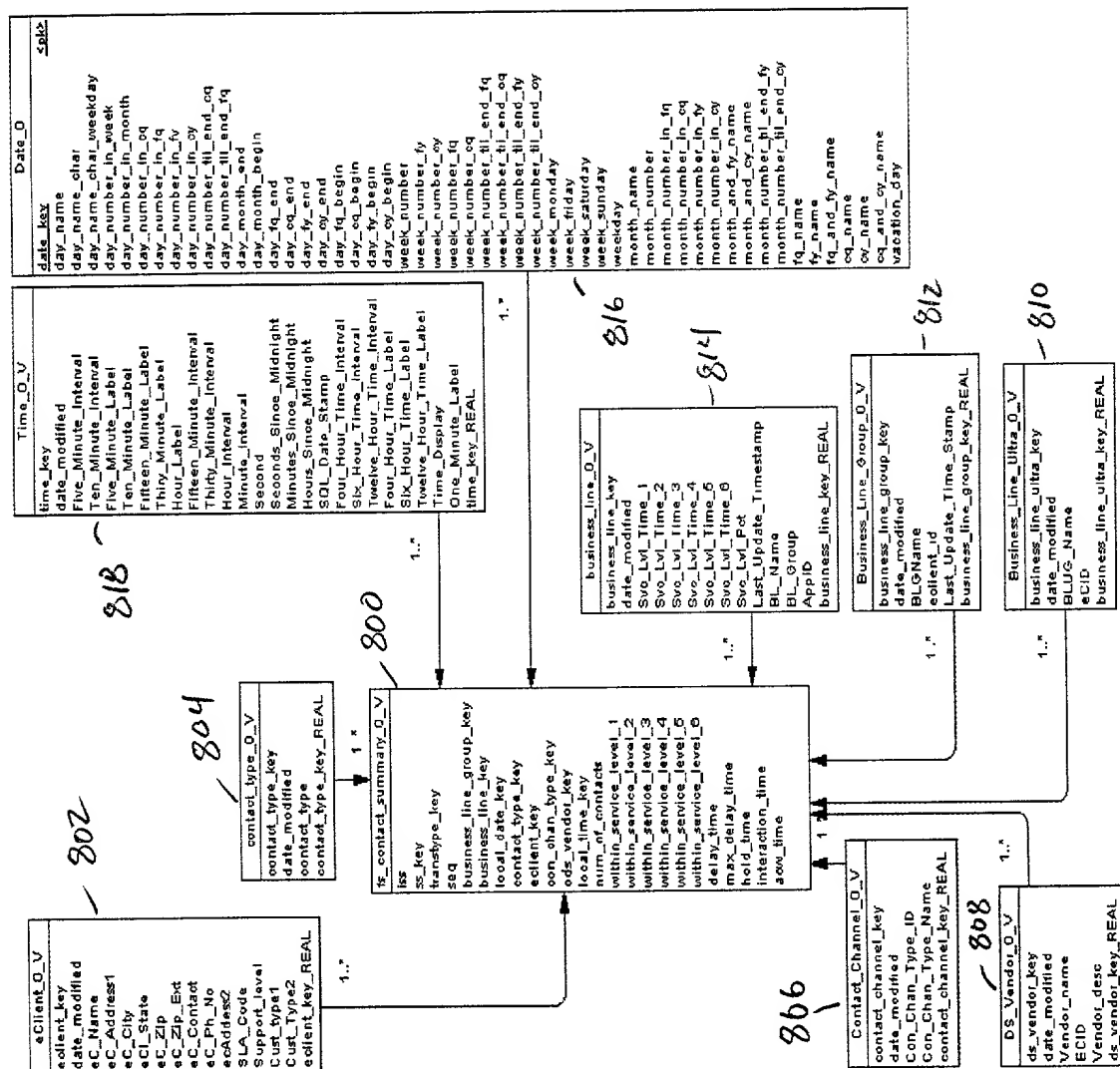


Figure 6



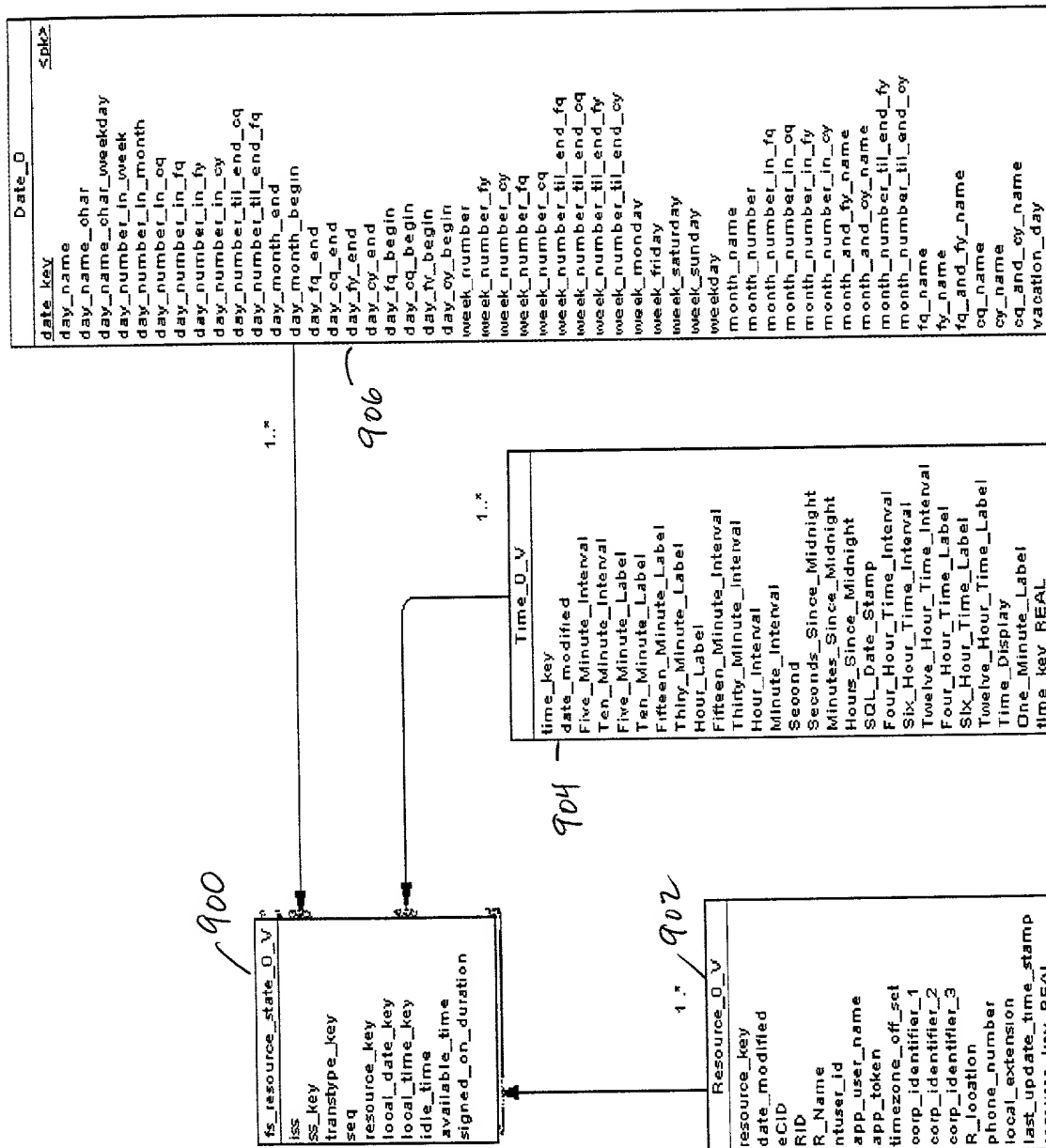


Figure 9

1002

Category_O_V

category_key
date_modified
label
hierarchictyting
hobkeys
category_key_REAL

1004

Status_O_V

status_key
date_modified
label
status_key_REAL

1006

Folder_O_V

folder_key
date_modified
label
type
description
folder_key_REAL

1008

Time_O_V

time_key
date_modified
Five_Minute_Inteval
Ten_Minute_Label
Five_Minute_Label
Ten_Minute_Label
Fifteen_Minute_Label
Thiry_Minute_Label
Hour_Label
Fifteen_Minute_Inteval
Thiry_Minute_Inteval
Hour_Inteval
Minuta_Inteval
Second
Seconds_Since_Midnight
Minutes_Since_Midnight
Hours_Since_Midnight
SQL_Date_Stamtp
Four_Hour_Time_Inteval
Six_Hour_Time_Inteval
Twelve_Hour_Time_Inteval
Four_Hour_Time_Label
Six_Hour_Time_Label
Twelve_Hour_Time_Label
Time_Display
One_Minute_Label
time_key_REAL

1006

id_message_O_V

id_key
transpate_key
seq
category_key
folder_key
status_key
receive_date_key
receive_time_key
complete_date_key
complete_time_key
messageid_key
format_key
type_key
recip_email_addr_key
sender_email_addr_key
subject_key
interaction_time
duration_open
has_child

1002

Date_O

date_key
day_name
day_name_char
day_name_othr_weekday
day_number_in_week
day_number_in_month
day_number_in_oq
day_number_in_fq
day_number_in_fy
day_number_in_oy
day_number_til_end_oq
day_number_til_end_oq
day_number_til_end_fq
day_number_til_end_fq
day_month_begin
day_oq_end
day_oq_end
day_fy_end
day_fy_end
day_fq_begin
day_fq_begin
day_fy_begin
day_fy_begin
week_number
week_number_fy
week_number_oy
week_number_oq
week_number_fq
week_number_oq
week_number_til_end_oq
week_number_til_end_oq
week_number_til_end_fy
week_number_til_end_fy
week_monday
week_friday
week_saturday
week_sunday
weekday
month_name
month_number
month_number_in_fq
month_number_in_oq
month_number_in_fy
month_number_in_oy
month_and_fy_name
month_and_oy_name
month_number_til_end_fy
month_number_til_end_fy
fy_name
fy_name
fy_and_fy_name
oy_name
oy_name
oy_and_oy_name
vacation_day

Figure 10

Figure 11

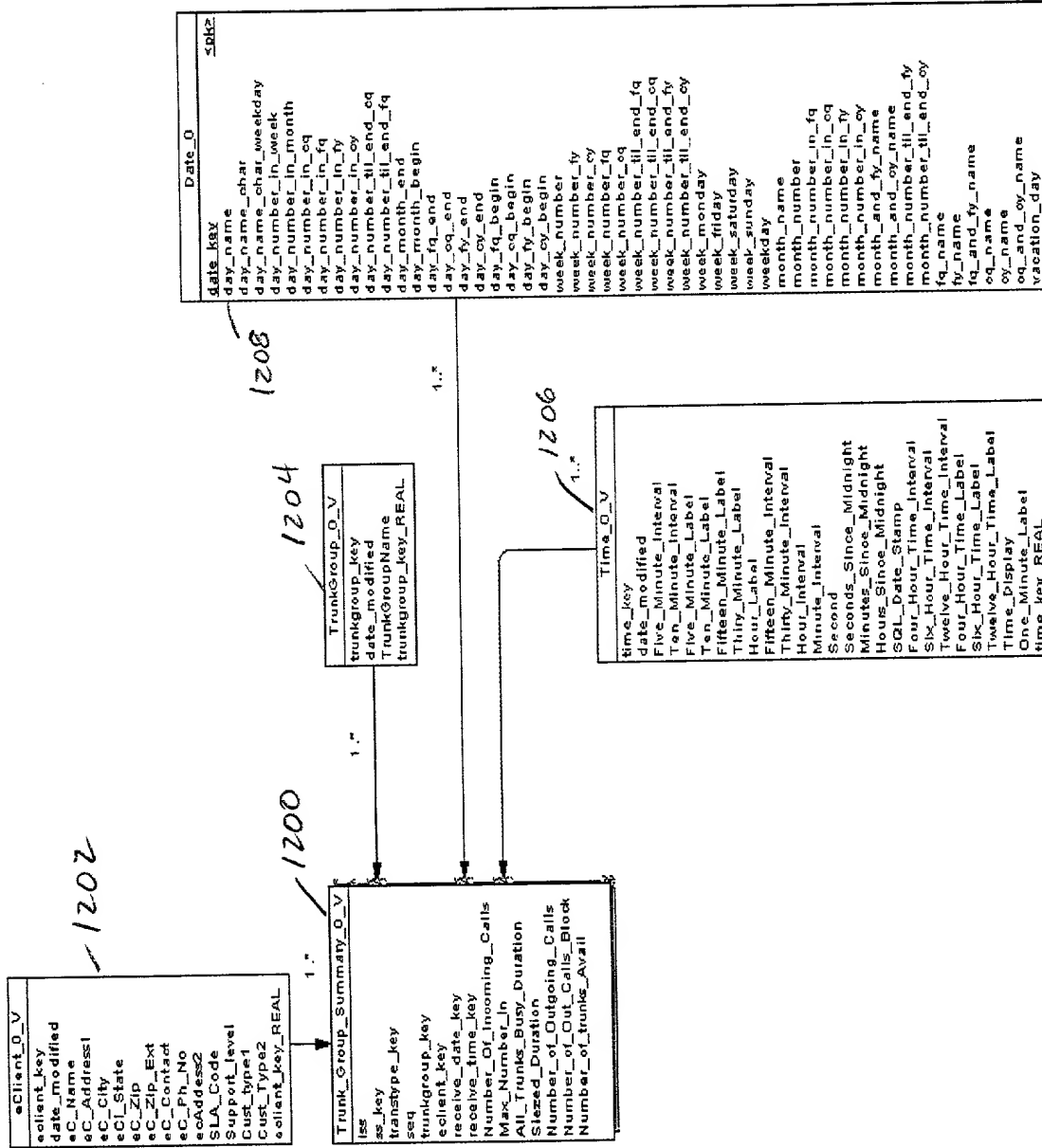


Figure 12

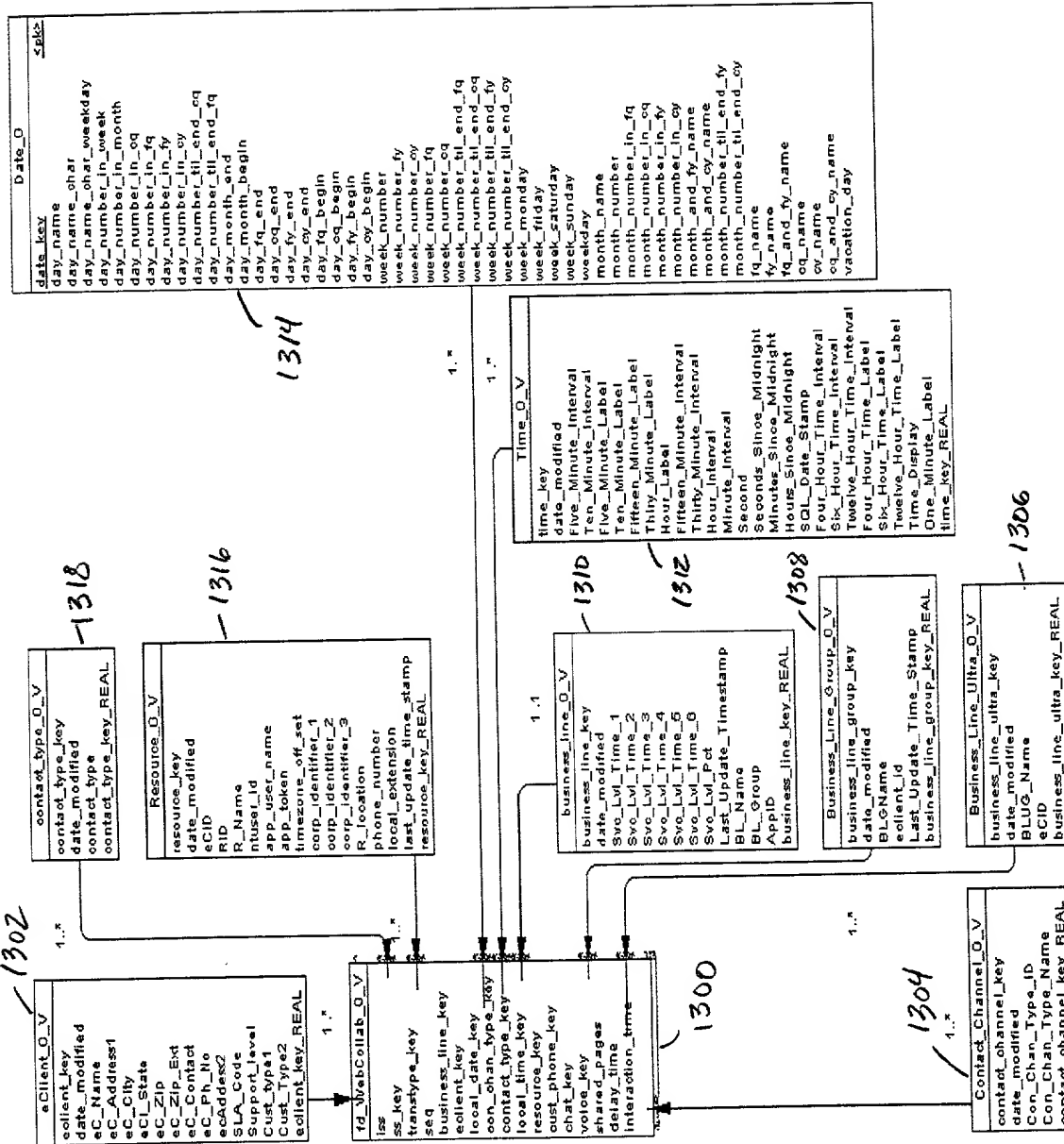


Figure 13

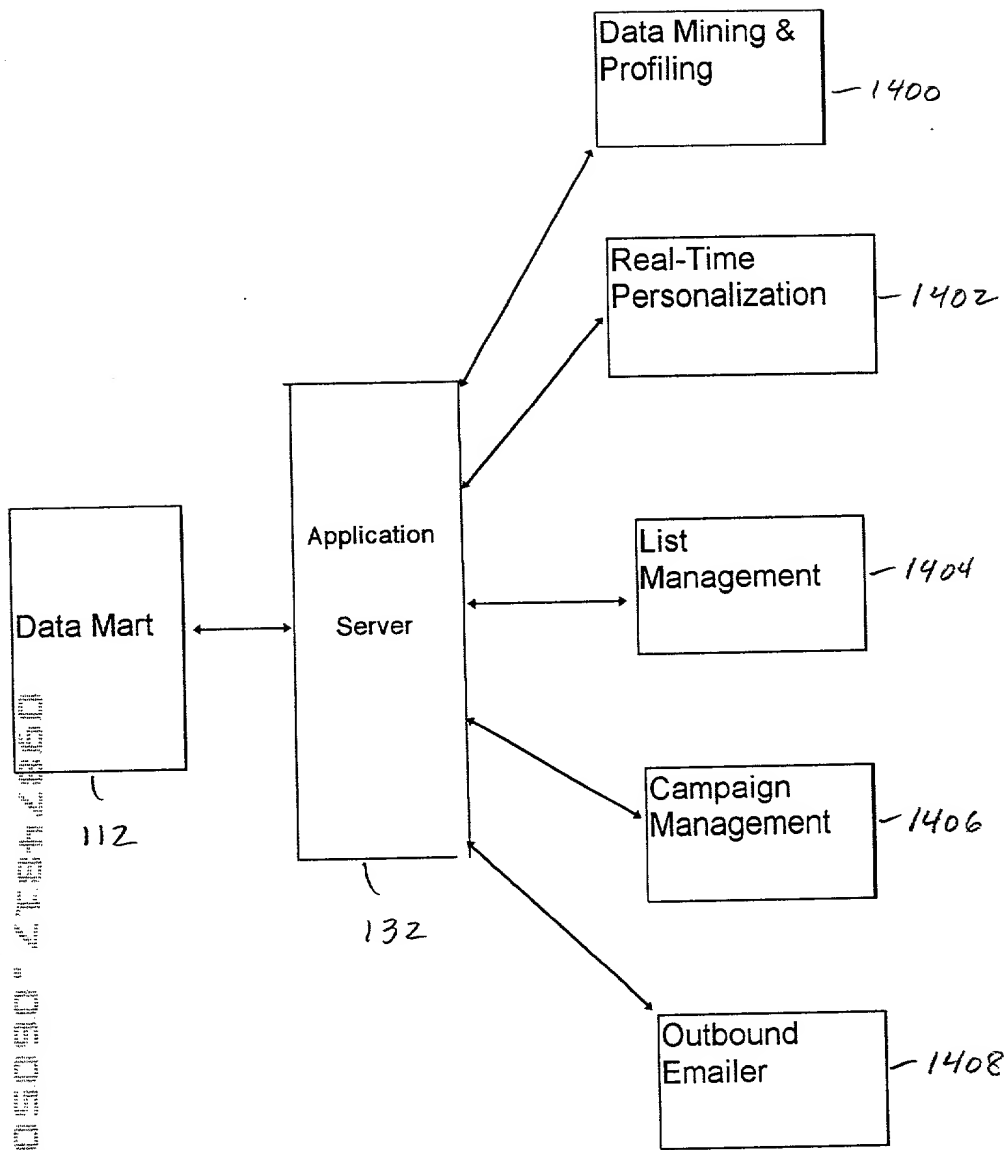


Figure 14